From: UCSF-GME
Subject: From Dr. Bobby Baron: Housetaff Incentive Goals, Ist Quarter Results
Date: Monday, November 24, 2008 10:09:14 AM
Attachments: Residents Scorecard-Q1 FY09.pdf

Dear all:

Attached are first quarter results for the 2008-2009 Clinical Housestaff Incentive Goals. A full description of the plan and current goals is posted at on the GME website: http://medschool.ucsf.edu/gme/incentives.html

Patient Satisfaction: Patient satisfaction scores have increased slightly this quarter. For the last two months they are just above the goal of 89.8% of patients reporting that they are likely to recommend UCSF. This goal is on target.

Pain Management: Pain management scores ("how well was your pain controlled") have also improved this quarter and are now in the top quartile of our peer institutions. This goal is on target.

Patient Safety and Quality: A greater percentage of physician orders are now in full compliance i.e. "have all of the required elements." At 92-94%, the current results are very close to, but just short of, the goal of 95%. Since the final result will be an average of our best 10 months, this goal is still achievable. This goal is close to target.

These are excellent results. Thanks for all of your efforts in meeting these goals and continuing to take excellent care of our patients!

With continued attention to these three outcomes, we have a chance at meeting all three goals this year!

Best,

Bobby Baron MD
GME